

2008-9 PROGRAM INFORMATION

The Franklin Hampshire Career Center supports and promotes workforce and economic development in the region through the delivery of quality employment, training and education services for job seekers and employers. Our offices are located in Northampton and Greenfield, with a satellite office in Orange, Massachusetts. We serve 50 municipalities across the Franklin Hampshire and North Quabbin area. This guide provides a general description of programs and services. Our programs are state and federally funded and we are required to track and report on the number of customers and types of services provided. For this reason, a prerequisite for participation in all Career Center programs is the completion of a short personal registration form. The registration form is available at the reception desk in all offices and is available on line at our web site www.fhcc-onestop.com. Once registered with the Franklin Hampshire Career Center, a customer is registered with all One Stop Career Centers in Massachusetts.

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WIA Title I- Dislocated Workers

Eligibility:

Customers who are laid off or terminated from their last position, and are able to collect Unemployment Insurance (unless they've had insufficient earnings), or a small business owner who closed their business due to economic conditions. Ages 18 and up.

Program offers:

Eligible customers can receive enhanced services (including assessment, career counseling, in depth job search and others). Customers may also be eligible for training assistance purchased through the Individual Training Accounts (ITA) system including Certificate programs at Community Colleges, CNA, Class A and B tractor trailer licenses, computer courses and more.

How does a customer obtain services?

Customers complete a Workforce Investment Act (WIA) questionnaire and subsequently are contacted by a WIA counselor.

Contact: Phyllis White, Programs Director 413-586-6506;

WIA Title I -Displaced Homemaker Program

Eligibility:

Displaced Homemakers who

- A) have been dependent on the income of another family member but are no longer supported by that income, and
- B) are unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment.

Program offers:

Eligible customers can receive enhanced services including assessment, career counseling, in depth job search and more. Customers may also be eligible for training assistance purchased through the Individual Training Accounts (ITA) system. Training options may include Certificate programs at Community Colleges, CNA, Class A and B tractor trailer licenses, computer courses and more.

How does a customer obtain services?

Customers complete a Workforce Investment Act (WIA) questionnaire and subsequently are contacted by a WIA counselor.

Contact: Phyllis White, Programs Director 413-586-6506;

National Emergency Grants (NEG)

Eligibility:

Customers who are eligible for NEG are laid off or terminated from large plant or group closings that have been given specific grant monies. The list of eligible companies is regularly updated by the state.

Program offers:

Customers are eligible for enhanced services including assessment, career counseling, in depth job search and more. Customers may also be eligible for training assistance including certificate programs at community colleges, CNA, Class A and B tractor trailer licenses, computer courses, and more. FHCC does not usually hold these grants, so we must apply to other service delivery areas for the training funds.

How does a customer obtain services?

Customers verify that the company they worked for is eligible for NEG and complete a Workforce Investment Act (WIA) questionnaire and are referred to Phyllis White.

Contact: Phyllis White, Programs Director or Kathy Clark, Rapid Response Coordinator 413-586-6506.

Rapid Response

Eligibility: Dislocated workers of companies that are closing or experiencing a reduction in their workforce.

Program offers

The Division of Career Services Rapid Response Team provides statewide, early intervention re-employment services at **no cost** for organizations experiencing layoffs, downsizing and relocation. Services include information, counseling and assistance with worker reemployment companies and their employees affected by layoffs and closings. Mandated and funded by the Workforce Investment Act, quality, on-site outplacement services provide an effective and smooth transition to new employment for all affected employees.

How does a customer obtain services?

Contact: Kathy Clark, Rapid Response Coordinator 413-586-6506.

Trade Readjustment Assistance (TRA)

Eligibility: Customers who are laid off or terminated by a company that has been declared eligible by the Department of Labor (companies are certified because jobs have moved overseas, there has been a drastic cut in the industry, or for another reason). The companies usually inform their employees of this.

Program offers:

TRA eligible customers can receive enhanced services such as assessment, career counseling, job search assistance, training, extended unemployment benefits, job search allowances, relocation allowances, travel money, and ATAA.

How does a customer obtain services? A Trade customer needs to be referred to a WIA counselor AS SOON AS POSSIBLE. The time frames for training eligibility are **very tight**, so act quickly. Trade customers should complete a job seeker form and a WIA questionnaire at reception, and write TRA on the top of the job seeker form. Contact: Phyllis White, Programs Director 413-586-6506.

WIA Title I- Economically Disadvantaged Adults

Eligibility: Adults over 18 who meet federally defined annual income eligibility. Those who have collected food stamps and welfare in the past 6 months are automatically eligible.

Program offers:

Eligible customers can receive enhanced services including assessment, career counseling, in depth job search and others. Customers may also be eligible for training assistance purchased through the Individual Training Accounts (ITA) system, including Certificate programs at Community Colleges, CNA, Class A & B tractor trailer licenses, computer courses, etc.

How does a customer obtain services?

Customers complete a Workforce Investment Act Questionnaire and subsequently are contacted by a WIA counselor.

Contact: Phyllis White, Programs Director 413-586-6506;

DTA Skills (Employment Skills Program)

Eligibility:

Transitional Assistance for Families with Dependent Children (TAFDC) recipients with an open case who are ready for training and to obtain employment.

Program offers:

The program offers GED, career counseling, job training, job search and job placement. It can assist with transportation, child care and training and job related expenses (books, uniforms, etc.). Training selected must be vocational and to able to be completed within one year. The client must hold a job for a minimum of 30 days for placement.

How does a customer obtain services?

The customer must have a referral from a DTA caseworker. Clients are encourage to talk to career center staff in person or on the phone to do a prescreening assessment. Contact: Sarah Wing 413-774-4361

Youth Programs-Workforce Investment Act

Eligibility:

Persons ages 14-21 (inclusive), US work eligible, registered for selective service (if required to), and low income. Must also be either a high school drop out, a young parent, having reading/math skills below the 8th grade level, a foster child or a law offender, etc.

Program offers

- Preparation for and success in employment; Job readiness training, resumes, interview techniques, job search skills, career interest exploration, goal setting, etc.
- Assessment and referral to GED programs
- Counseling to assist in creating and meeting goals.
- Peer leadership opportunities.

How does a customer obtain services?

Contact the YWCA of Western Massachusetts in Hampshire County or Community Action Youth Programs in Franklin County/North Quabbin or the Franklin Hampshire Career Center .

Contact: Jim Parcels, FHCC, 413-774-3182, Community Action Youth Programs 413-774-7028; YWCA of Western Massachusetts 413-586-6807.

Pathways to MCAS Success

Eligibility:

Young people who have not yet earned their high school diploma or GED, AND have not passed one or both the English and Math portions of the MCAS.

Program offers:

- MCAS Tutoring
- Job Preparation and placement assistance
- Alternate routes to college
- College and Financial aid application assistance
- Referrals and support
- GED classes & testing

- Minimal financial assistance to overcome barriers which would hinder educational and/or job placement success. (for example: transportation to tutoring or gas cards, drivers education scholarships, permit/licensing costs, child care assistance, educational materials.)

How does a customer obtain services? Apply through Program Coordinator. Contact: Erika Heilig, Program Coordinator 413 774 4361; ehelig@detma.org

School-To-Work – Franklin County Connecting Activities

Eligibility:

Young people ages 12-21 enrolled in an educational program in Franklin County such as a Public School, being Home-Schooled, in a G.E.D. classroom, or Alternative Learning Program are eligible. There is no income or academic requirements, only an interest in discovering your potential career path.

Programs are offered at local schools.

STC Programs/Activities (not all at every school)

▪ Job/Career Interest Assessments	▪ World-of-Work Preparedness Programs
▪ Job-Shadows at a business	▪ Internship placement at business
▪ Employment/Job search Assistance	▪ Career Days/ Career Field Trips
▪ Resume, application, cover letter preparation	▪ Interview Workshops
▪ Networking, Job Search and follow-through	

How Does A Customer Obtain Services? Visit school Guidance Counselor.

Franklin County contact: Gary Howe, Connecting Activities Coordinator, 413-774-4361 X 375
ghowe@detma.org

Hampshire County contact: Matt Rigney, Hampshire Educational Collaborative, 413-586-4900 X 153;
mattrigney268@comcast.net.

North Quabbin area contact: Mary Forristall, School-To-Career Coordinator, 978-249-0005
nqstw@yahoo.com

General Job Search Assistance for Young People

Eligibility: Anyone 14-18 or 18-21 years of age.

Program offers: skills assessment, application assistance, job search skills and job availability, goal setting.

Contact: Ken Johnston, Jim Parcels or Gary Howe in Greenfield 413-774-4361; Jim Nash in Northampton 413-586-6506 (limited schedule) . Additional Application, Resume and Interview skills for young people, from FHCC Workshop Coordinator Edie Smith in both Greenfield and Northampton offices.

Pre/GED and GED Program

Eligibility: Anyone without a High School Diploma.

Program offers: Assessment for eligibility into Adult Basic Education programs including pre-GED, GED programs and Test of Adult Basic Education. Referrals to local programs including the Career Center, The Literacy Project, and Even Start. Pre-GED and GED classes (9-12:15 Monday-Thursday), practice GED tests and individual tutoring on a limited, fast-track basis for GED and college entrance available in Greenfield.

How does a customer obtain services?

Make an appointment with the receptionist for initial assessment to determine what services you need.

Contact: Assessment – Jen Lambert (Monday am in Northampton 413-586-6506, Friday afternoon, Greenfield 413-774-4361). Classes/Tutoring – Annette Kilminster (Mondays-Thursdays in Greenfield) 413-774-4361.

Senior Employment Program

Eligibility:

Residents of Worcester, Franklin or Hampshire Counties who are unemployed, 55 years old or older and meet federally defined annual income criteria.

Program offers: On the job paid skills training for older workers, leading to placement at an unsubsidized employer. Eligible participants are assigned as Senior Aides to a host employer which is typically a non-profit, faith based or government agency. The Senior Aide works up to 20 hours each week at the prevailing minimum wage. At the assignment the Senior Aide receives on-the-job training and works with a career counselor to obtain unsubsidized employment. The primary goal of the program is to obtain unsubsidized employment for the older worker.

How does a customer obtain services? Franklin and Worcester Counties, Contact: Linda Chapman at FHCC Greenfield office 413-774-4361. For Hampshire County, contact Mona Cribb at FHCC Northampton office, 413-586-6506.

Veteran Employment and Training Services

Eligibility:

Veterans with either 180 days of regular active duty service and a discharge under honorable conditions; – *OR* – 90 days of active duty service, one day of which is during “wartime”; and certain Veterans’ dependents.

Program offers:

Dedicated veterans’ services staff to ensure the veteran customers receive priority job seeker and counseling service. All veteran customers are offered intensive case management to optimize service levels. Veterans receive priority in all appropriate Career Center services including workshops, training opportunities, referrals for services. Eligible Veterans may also receive subsidized training through the Veterans Workforce Investment Program.

How does a customer obtain services?

Veterans contact a Local Veterans Employment Representative or Disabled Veterans’ Outreach Program specialist at the Career Center for initial consultation, assessment and intake, job development and referral, training, or other services.

Contact: Ron Matuszko (LVER) in Greenfield 413-774-4361 and Jim Nugent (DVOP) in Northampton 413-586-6506.

Disability Services Navigator

Eligibility: Any individual self identifying with a disability .

Program offers: Assistance to disabled job seekers entering into the One-Stop Career Center system. The designated Navigators on staff facilitate access to programs and services, facilitate linkages to the employer community, and conduct outreach to agencies and organizations that serve individuals with disabilities.

How does a customer obtain services?

Individuals complete a job seeker form provided by reception, or download it from www.fhcc-onestop.com and mail/fax it to the Career Center. Call or ask for Navigator contact person upon arrival. TTY phone service is available at both Greenfield TTY (413) 772-2174 and Northampton locations TTY (413) 586-4921.

Contact: Deb Sullivan in Greenfield 413-774-4361 and Ted Owczarski in Northampton 413-586-6506.

Individual Job Seeker Assistance

Eligibility: All registered Career Center Customers

What the program offers: Job Search Assistance, Resource Area Assistance, Résumé Consults (previously scheduled) or résumé review, Job Matching, job referrals and information about other services and programs. Job Matching allows the computer to match qualified Job Seekers to Career Center Job Postings by job skills rather than by job titles. The system also allows employers to have access to qualified job seekers through a talent search which is done when they post a job.

How does a customer obtain services? Walk in any one of the 3 offices of the Career Center, call or email the Career Center at fhcc@fhcc-onestop.com. Northampton and Greenfield offices are open Monday-Thursday 8:30am-5:00pm and Fridays 9:30am-5:00pm. The Orange office is open Tuesdays and Wednesdays 8:30am-1:30pm and by appointment. Contact: Career Center Staff

Career Center Free Workshops

Eligibility: All registered customers.

Program Offers: Information about résumés, coping with job loss and staying positive, cover letters, interviewing, overcoming age barriers, and networking in a small, interactive workshop setting. Opportunities to get feedback about résumés and cover letters and practice interviewing are also available at workshops. Classes are also offered in Windows, Word and Excel, Internet Job Search and Introduction to Email & Attachments.

How does a customer obtain services? Any staff person can sign customers up for workshops. Contact: Edie Smith, Workshop Coordinator, 413-774-4361.

Career Center Job Fairs

Eligibility: All registered customers

Program Offers: Regular opportunities for employers and employment agencies to interview prospective employees. Often includes application and preliminary interviews.

How does a customer obtain services? Look for posted and advertised job fairs. Come prepared with a resume and dressed to interview.

Contact: Business Services Team- Ann Deres, Supervisor 413-586-6506 or email fhcc@fhcc-onestop.com.

Professional Employment/MY Networking (PEN) Group

Eligibility: Job Seekers who are ready to work and able to attend the 8-week sessions on Wednesdays in Northampton or Thursdays in Greenfield.

Program offers: A supportive, 2 hour. Job seekers can expect PEN/My Group to 1) give everyone in the group an opportunity to help others and get assistance with job search and networking, 2) give group members a place to check in about their job search activities and get help with upcoming interviews, resumes, etc. and 3) give the week structure and help alleviate the isolation one may feel while unemployed.

How does a customer obtain services? Sign up at the reception desk or with any staff person at the Career Center. Contact: Edie Smith at 413-774-4361.

Business Services

Eligibility: Any employer in Massachusetts or in the bordering states.

Program offers:

Provides quality customer service to local employers pertaining to job fairs and recruitments, Labor market information, Workforce Training Funds and hiring incentives (HITG & WOTC), or career center services. Staff will meet with employers and write job orders, schedule and run targeted recruitments and explain state training grant programs.

How does a customer obtain services? Call an Employer Services Representative: Ann Deres in Northampton 413-586-6506 or email fhcc@fhcc-onestop.com.